

MAX were asked to provide the session below at a College Staff Conference Day. Since the conference, of 37 activities that took place that day, three are now mandatory—one of which is “Handling Learners Assertively”. Since staff need different levels of training, we have developed 3 levels in partnership with the college:

- Level 1: Lecture Theatre format: Awareness, Top Tips and Safety Processes
- Level 2: As per Level 1 with addition of Intensive Intimidation de-sensitisation
- Level 3: As per Level 2 with addition of Self Protection Training with **The MADMAXMAN**



“Very good session, useful ideas to deal with difficulties”

Handling Learners Assertively

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Presented by
Mark Wingfield

» Times 9.00, 10.40,
13.00, 14.40

» Target Audience All staff

» Room 264



“I felt this workshop was excellent. The scenarios were realistic..... If put in a similar situation they can call on this resource later”

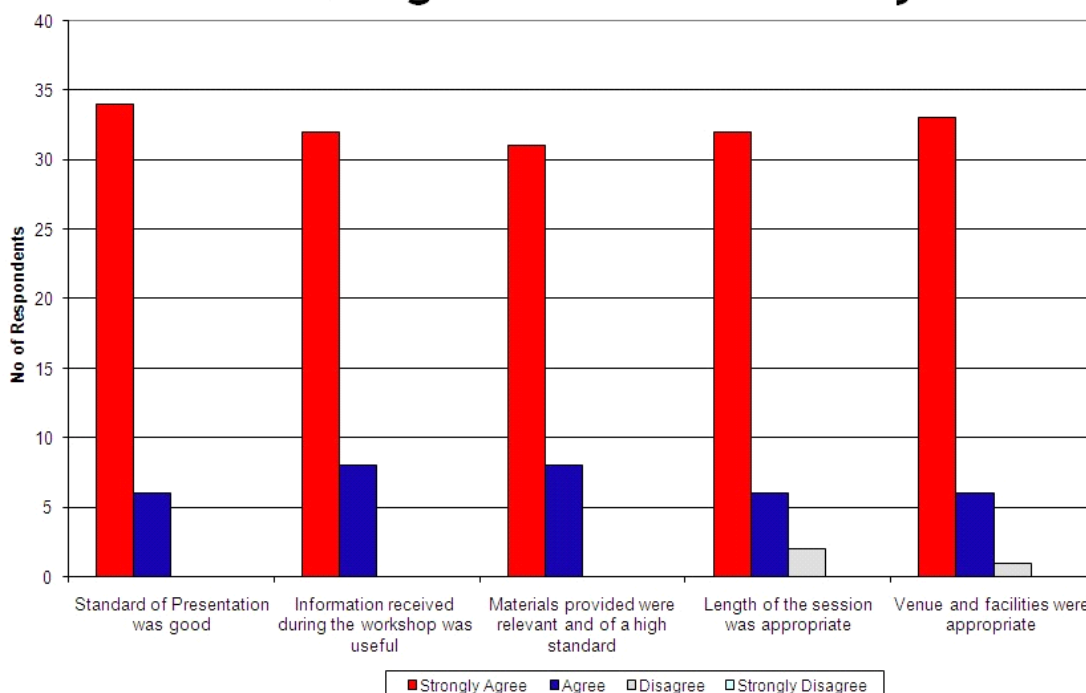
“Nerve wracking but enjoyable”

Learn quickly how to more effectively handle difficult and challenging situations with learners. In a very practical session you will become more confident and effective with Top Tips and “real play”. You will be challenged, but ultimately empowered in this workshop for all. We invite participants to send any scenarios they would like to discuss and role play

“Excellent activity”

“Very useful. Feel more confident that I will be able to deal more effectively with situations”

Handling Learners Assertively



“Very useful tips/mechanisms for dealing effectively with confrontation”. Thanks”